



# ISO 9000 Presentation

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# Agenda

- ◆ What is ISO 9000
- ◆ Why Implement ISO 9000
- ◆ ISO 9000 Implementation
- ◆ Next Steps



# What is ISO 9000

- ◆ ISO is the International Organization for Standardization
- ◆ It Establishes Common Worldwide Standards
- ◆ It is Focused on Quality Management
- ◆ It is a Foundation for a Strong, Solid Operation.
- ◆ It was Last Published in 1994, the new ISO 9000:2000 was released December 15, 2000



# Who Uses ISO 9000

- ◆ All Types of Businesses
- ◆ ISO 9000 Covers all Products: Hardware, Software, Services and Processed Materials
- ◆ The highest growth is in service companies and organizations (School Districts in Pennsylvania, a church in Texas!!)



# When Do You Have to Comply ISO?

- ◆ When Your Customer Puts it in Your Contract or Requires it to conduct business with your organization.



# Why Implement ISO 9000

- ◆ It is the Standard for quality management systems.
- ◆ It will Improve Your Quality and Productivity
- ◆ Major Corporations are Requiring it of their Suppliers
- ◆ Government Agencies are Adding it to Their Requirements
- ◆ Using ISO Makes a Statement About Your Commitment to Quality Management System



# How does it Work

- ◆ It sets requirement for an Effective Quality Management System
- ◆ It Does NOT Tell You HOW to Develop your System
- ◆ It Improves Business Strategies and increases your organization's valuation



# Simply Stated, What's Quality?

- ◆ It's a Word Used to Describe How Well a Product or Service Satisfies a Customer's Needs and expectations AND your business objectives.



# What is a Quality System?

- ◆ It's the Organization, Responsibilities, Procedures, and Resources Used to Manage Quality



# Goals of Your Quality Management System

- ◆ Make Sure the Quality of the Product and Services Provided Meets Customer's Needs
- ◆ Assure Yourselves That You're Getting the Quality you Planned For
- ◆ Assure Customers That the Quality They Asked For Will be Delivered



# The Essence of ISO 9000

- ◆ Establish your interrelated processes.
- ◆ Ensure they are operated effectively.
- ◆ If not, improve them.



# Elements of ISO

- ◆ **1 Scope**
- ◆ **2 Normative Reference**
- ◆ **3 Terms and Conditions**
- ◆ **4 Quality Management System**
- ◆ **5 Management Responsibility**
- ◆ **6 Resource Management**
- ◆ **7 Product Realization**
- ◆ **8 Measurement, Analysis and Improvement**



# ISO 9001 Emphasize Self Checking

- ◆ Internal Audits
- ◆ Document Control
- ◆ Management Reviews
- ◆ Records
- ◆ Corrective and Preventive Action



# Why are Records Important?

- ◆ They are the Objective Evidence That You Are Doing What You Said You Were Doing



# ISO 9000 Starts With Management Responsibility

- ◆ It is not Just Inspecting or Checking our Products or Services
- ◆ Its Everything we do That Affects the Quality of What we Deliver
- ◆ It's Making Sure the Quality Policy is Understood at All Levels in the Organization
- ◆ It's reviewing the Quality System Regularly to ensure it's Effectiveness



# Where Do You Fit in?

- ◆ You are the Quality System
- ◆ You Make it Work
- ◆ You Have to Understand the Quality Policy
- ◆ You Have to follow your Procedures
- ◆ You Have to Understand Your Customers and Meet Their Needs



# ISO Requires a Documented System

- ◆ Keep it Current
- ◆ Keep it Controlled
- ◆ Accept ISO 9000 as an Opportunity to Move Towards Even Better Quality and More Business



# ISO 9000 Implementation

- ◆ **Step 1: Management Decision to pursue: ISO 9001.**
- ◆ **Step 2: Gap Assessment and implementation planning.**
- ◆ **Step 3: Quality Manual generation.**
- ◆ **Step 4: Quality System Review and Update.**
- ◆ **Step 5: Training Train all levels of the organization on the procedures, the QA Manual, and the quality concepts of ISO 9000.**
- ◆ **Step 6: Annual Internal Quality Audit and Corrective Action.**
- ◆ **Step 7: Management Review Meeting.**
- ◆ **Step 8: Registration or Compliance Audit**



# ISO 9000 Implementation Project Table

<b>Step</b>	<b>Planned Finish</b>	<b>Approx. Cost</b>
Gap Assessment	5 Days	
Process Establishment and Generation of Quality Manual and documentation	One to Two Months	
Management ISO Awareness Training	One Day	
Online Internal Audit Training (2 employees)	14 hours	
Procedure Implementation and Quality Policy Awareness	Three Months	
Internal Audit with CAL ISO9000 Consulting	2 Days	
Implementation of Corrective Action	Two Months	
Management Review	Half Day	
Certification Audit by Registrar	2-3 days	



# Next Steps

- ◆ Your Responsibilities
  - Read the Quality Manual
    - Make Corrections where required
  - Read your procedures
    - Make Corrections where required
  - Train your staff on the processes and procedures
  - Teach your staff the Quality Policy
  - Inform your staff of the upcoming Internal Audit and Certification audit and the importance to your company